Abstract

A feature server, e.g., a stored program controller, processes calls to a subscriber's main directory number in a packet network by submitting a subscriber-administered questionnaire to callers. The information in the questionnaire, when completed by the calling party, can be used to automatically route the call or to reposition the call in the incoming call queue. Alternatively, the completed, or even partially completed questionnaire may be displayed in a "pop up" window to a subscriber's operator who can then use the information to assist the caller or, without need of answering the call, to reposition the call within the queue or to divert the call to another directory number. In addition, information previously provided in a questionnaire completed by a caller is stored so that when the caller calls again, the stored information may be employed to more efficiently process the call.